



Case Managed Care System

April 15, 2005

- **WHAT IS CMC:**

Case Managed Care System is the new ADS web-based client database that has replaced Rbase and incorporates many of the different spreadsheets and databases that we currently use to track information. Administrative staff will no longer be using Rbase except to look up old data.

- **WHERE DOES THE CLIENT INFORMATION COME FROM:**

Demographic information is downloaded from CARE nightly. CARE will be the main database for updating Core clients' demographic information.

- **MAJOR CHANGES: FACE SHEET, CHANGE FORM AND REPORTS:**

- The most visible change is a new face sheet called a Client Data Sheet.
- A change form is no longer needed for CORE clients. We are trying to streamline all processes and eliminating the change form was a natural occurrence since this information is in CARE for the majority of the clients.
- Individual Case Manager Caseload Reports will look different.

- **HOW DO CASE MANAGERS CHANGE CLIENT INFORMATION IN CMC IF THERE IS NOT A CHANGE FORM:**

CMC relies on client data such as address and phone number coming from the CARE system. So if CARE is updated then CMC will be updated. CMC does not capture program and level changes so we are still problem solving how to make this work electronically. If administrative staff make changes, the CM will be notified via the new Client Data Sheet.

- **WHAT IS THE ADMINISTRATIVE STAFF GOING TO DO:**

- Enter level and program changes,
- Enter information for clients who are not in CARE such as SHA assist level and discretionary.

- **WHAT IF THE CLIENT IS NOT IN CARE:**

Please use the new Client Data Sheet (replaces face sheet) to add a client (such as SHA assist level). Administrative staff will make the changes and provide the CM with a new client data sheet.

- **WHAT'S NEXT WITH CMC:**

The long range goal of this database is to have all staff view the information from their desk. We also want to incorporate the IP database, program information for Diabetes Registry and Pearls, and tracking spreadsheets for the Amy Wong Fund and the Service Plan tracking sheet.

